

**CHARTER FIBERLINK  
SC-CCO, LLC**

**Betty Sanders**  
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June 22, 2012

**FILED ELECTRONICALLY**

Mr. Charles Terreni, Chief Clerk  
Public Service Commission of South Carolina  
Synergy Business Park  
101 Executive Center Drive  
Columbia, South Carolina 29210

RE: Charter Fiberlink SC-CCO, LLC Revised Tariff Filing

Dear Mr. Terreni:

Attached please find electronic tariff revisions filed to Charter Fiberlink SC-CCO, LLC's ("Charter") Tariff(s) No. 3. The following tariff pages listed below carry an effective date of June 26, 2012.

48 <sup>th</sup> Revised Page 2	2 <sup>nd</sup> Revised Page 7	3 <sup>rd</sup> Revised Page 8
1 <sup>st</sup> Revised Page 9	6 <sup>th</sup> Revised Page 29	Original Page 29.1
Original Page 29.2	12 <sup>th</sup> Revised Page 30	3 <sup>rd</sup> Revised Page 30.1
4 <sup>th</sup> Revised Page 30.1.1	4 <sup>th</sup> Revised Page 30.1.2	2 <sup>nd</sup> Revised Page 30.3
3 <sup>rd</sup> Revised Page 30.4	8 <sup>th</sup> Revised Page 31	1 <sup>st</sup> Revised Page 31.1
5 <sup>th</sup> Revised Page 32	15 <sup>th</sup> Revised Page 33	8 <sup>th</sup> Revised Page 33.1
12 <sup>th</sup> Revised Page 34	2 <sup>nd</sup> Revised Page 48.4	12 <sup>th</sup> Revised Page 49
19 <sup>th</sup> Revised Page 50	1 <sup>st</sup> Revised Page 50.1	3 <sup>rd</sup> Revised Page 51

In this filing, Charter is updating definitions and is redesigning residential service packages and rates.

Questions regarding this filing may be directed to me at 314 288-3259 or to Larry Bowman at 314 543-5855.

Sincerely,



Betty Sanders

### Check Sheet

The pages listed below, which are inclusive of this tariff, are effective as of the date shown at the bottom of the respective page(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date indicated below.

Page	Revision	Page	Revision	Page	Revision
1	Original	30.1.1	4 <sup>th</sup> Revised*	48.1	4 <sup>th</sup> Revised
2	48 <sup>th</sup> Revised*	30.1.2	4 <sup>th</sup> Revised*	48.2	6 <sup>th</sup> Revised
3	4 <sup>th</sup> Revised	30.2	4 <sup>th</sup> Revised	48.2.1	Original
3.1	Original	30.3	2 <sup>nd</sup> Revised*	48.3	2 <sup>nd</sup> Revised
4	1 <sup>st</sup> Revised	30.4	3 <sup>rd</sup> Revised*	48.4	2 <sup>nd</sup> Revised*
5	Original	31	8 <sup>th</sup> Revised*	48.5	1 <sup>st</sup> Revised
6	Original	31.1	1 <sup>st</sup> Revised*	48.6	1 <sup>st</sup> Revised
7	2 <sup>nd</sup> Revised*	32	5 <sup>th</sup> Revised*	49	12 <sup>th</sup> Revised*
8	3 <sup>rd</sup> Revised*	33	15 <sup>th</sup> Revised*	50	19 <sup>th</sup> Revised*
9	1 <sup>st</sup> Revised*	33.1	8 <sup>th</sup> Revised*	50.1	1 <sup>st</sup> Revised*
10	3 <sup>rd</sup> Revised	34	12 <sup>th</sup> Revised*	51	4 <sup>th</sup> Revised*
11	3 <sup>rd</sup> Revised	35	4 <sup>th</sup> Revised	52	7 <sup>th</sup> Revised
12	4 <sup>th</sup> Revised	35.1	6 <sup>th</sup> Revised	52.1	1 <sup>st</sup> Revised
13	2 <sup>nd</sup> Revised	35.2	1 <sup>st</sup> Revised	53	12 <sup>th</sup> Revised
14	2 <sup>nd</sup> Revised	36	3 <sup>rd</sup> Revised	53.1	5 <sup>th</sup> Revised
15	Original	37	4 <sup>th</sup> Revised	54	1 <sup>st</sup> Revised
16	1 <sup>st</sup> Revised	37.1	2 <sup>nd</sup> Revised	54.1	4 <sup>th</sup> Revised
16.1	Original	38	4 <sup>th</sup> Revised	54.2	1 <sup>st</sup> Revised
16.2	1 <sup>st</sup> Revised	39	5 <sup>th</sup> Revised	55	2 <sup>nd</sup> Revised
17	1 <sup>st</sup> Revised	40	4 <sup>th</sup> Revised	55.1	2 <sup>nd</sup> Revised
18	1 <sup>st</sup> Revised	41	3 <sup>rd</sup> Revised	55.2	1 <sup>st</sup> Revised
19	3 <sup>rd</sup> Revised	42	5 <sup>th</sup> Revised	56	2 <sup>nd</sup> Revised
20	3 <sup>rd</sup> Revised	42.1	3 <sup>rd</sup> Revised	56.1	Original
21	Original	43	3 <sup>rd</sup> Revised	bb	
22	3 <sup>rd</sup> Revised	44	4 <sup>th</sup> Revised		
22.1	5 <sup>th</sup> Revised	44.1	1 <sup>st</sup> Revised		
22.2	Original	45	2 <sup>nd</sup> Revised		
23	4 <sup>th</sup> Revised	45.1	1 <sup>st</sup> Revised		
24	Original	46	9 <sup>th</sup> Revised		
25	Original	46.1	1 <sup>st</sup> Revised		
26	Original	46.2	1 <sup>st</sup> Revised		
27	3 <sup>rd</sup> Revised	46.3	Original		
28	5 <sup>th</sup> Revised	47	4 <sup>th</sup> Revised		
28.1	Original	47.1	2 <sup>nd</sup> Revised		
29	6 <sup>th</sup> Revised*	48	2 <sup>nd</sup> Revised		
29.1	Original*				
29.2	Original*				
30	12 <sup>th</sup> Revised*				
30.1	3 <sup>rd</sup> Revised*				

\*New/Revised this filing

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Exchange Area – A geographically defined area wherein the telephone industry through the use of maps or legal descriptions sets down specified area where individual telephone exchange companies hold themselves out to provide communications services.

Exchange Station – A station connected with a central office of the Telephone Company over its own lines.

Facility (or Facilities) – Any item or items of communications plant or equipment used to provide or connect to the Telephone Company Services.

FCC – Federal Communications Commission

Grandfathered Service – A service that will be unavailable to customers who don't currently subscribe. Existing customers who currently subscribe will be allowed to retain the service until: 1) the service is changed at the customer's request; 2) non-pay disconnection of telephone service; or 3) Customer is notified by the Telephone Company that the service has been discontinued

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Harm – Harm consists of hazards to personnel, damage to Telephone Company equipment, and impairment of service to persons other than the user of the customer-provided equipment. Types of harm include, but shall not be limited to, voltages dangerous to personnel, destruction of or damage to equipment induced noise or cross talk, incorrect dial pulsing, failure of supervision, false answer, incorrect billing, absence or voice band transmission path for call progress signals, and loss of capability to answer an incoming call.

Incomplete Call – Any call where voice transmission between the calling party and the called station is not established (i.e. busy, no answer, etc)

Incumbent Local Exchange Carrier (ILEC) or Local Exchange Carrier (LEC) – Any local exchange carrier that was, as of February 8, 1996, deemed to be a member of the Exchange Carrier Association as set forth in 47 C.F.R. 69.601(b) of the FCC's regulations.

Individual Line – An exchange line designed for the connection of a telephone set.

Initial Service Period – The minimum length of time for which a customer is obligated to pay for service, facilities and equipment whether or not retained by the customer for such minimum length of time.

Installation Charge – A nonrecurring charge made at the time of installation of communications service or equipment, which applies in addition to service charges and other applicable charges for service or equipment unless specifically exempted.

Interconnection – The method by which telecommunications facilities of the Telephone Company are arranged to transmit to, or receive information from, customer-provided equipment.

Interexchange Carrier (IXC) – A common carrier that provides long distance domestic and international communications services to the public.

International – Refers to communications between U.S. and another country.

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Interstate – Refers to communications between states within the Continental U.S., unless otherwise noted.

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Intrastate – Refers to communications within a single state.

Local Calling Service Area – The area throughout which communication service is rendered to a customer or users without the application of toll charges.

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Local Exchange Service – Telephone communications within a local service area in accordance with the provisions of the Telephone Company's Local Exchange Tariff.

Local Message – A completed communication between customers' stations located within the same exchange area or local service area.

Location – A physical premise to or from which the Telephone Company provides Service.

Main Terminal – The termination of a central office line on a customer's premises, usually at a protector.

Message – A completed customer call.

MRC – Monthly Recurring Charge.

New Customer – a customer who has not had service within the last sixty (60) days.

NXX – The designation for the first three digits of a local telephone number where N represent 2-9 and X represents 0-9.

NPA – An area code, otherwise called Numbering Plan Area.

Non-Listed Telephone Number – Telephone numbers that are not listed in the telephone directory; but are provided via Directory Assistance.

Non-Published Telephone Number – Telephone numbers that are not listed in the telephone directory or provided via Directory Assistance.

Primary IntraLATA/InterLATA Carrier (PIC) Code – A code that is assigned to an interexchange long distance carrier that identifies to whom the customer is presubscribed for intrastate and/or interstate long distance services.

Premises – The buildings, portion or portions of a building on continuous property used and/or occupied at one time by the customer as a residence. Where floor space in adjoining buildings is made continuous at one or more floor levels, all floor space in both buildings is considered as the same premises insofar as the customer who uses and occupies such continuous floor space is concerned, the two buildings otherwise being considered as separate buildings.

Registered Terminal Equipment – Equipment registered in accordance with FCC regulations that may be connected to access services of the Telephone Company.

Residence Service – Telephone service furnished to customers when the actual or obvious use is for domestic "non-business" purposes.

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Service Charge – The nonrecurring charge a customer is required to pay for establishing telephone service or subsequent modification of that service.

Subscriber – The term “Customer” is synonymous with the term “subscriber”.

Supplemental Facilities or Service – Services or facilities other than primary service.

Switch – A unit of dial switching equipment that provides interconnection between station lines or trunks.

Tariff – The schedule of Local Exchange rates and charges, rules and regulations, terms and conditions adopted and filed by the Telephone Company and approved by the Public Service Commission of South Carolina.

Telephone Company – Charter Fiberlink SC-CCO, LLC

Telecommunications Relay Service (TRS) – TRS enables deaf, hard-of-hearing or speech-impaired persons who use a text telephone or similar devices, to communicate with the hearing population not using text telephone and visa versa.

Telephone Set – A telephone instrument consisting of a transmitter, receiver, and associated apparatus connected to permit transmission and receipt of telephone messages.

Terminal Equipment – Equipment at the terminal of a communication circuit.

Terminal Equipment Accessories – Devices, apparatus and their associated wiring, provided by a customer, which do not constitute a communications system and which when connected to the telecommunications system of the Telephone Company, are connected electrically, acoustically or inductively.

Termination Charge – A charge applied under certain conditions when service is terminated by the customer before the expiration of the minimum commitment period.

Timely Payment – A payment on a customer's account made on or before the due date.

Underground Service Connection – A customer's “drop” wire that is run underground from a pole line or an underground distributing cable.

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#### 4. Rates for Residential Service

This Local Exchange Tariff applies to the Services furnished or made available, when technically feasible, by the Telephone Company in the State of South Carolina. Customer must reside in a serviceable area of the Telephone Company to subscribe to the services outlined in this Tariff. All current charges quoted are for period of one (1) month unless otherwise noted and are payable monthly in advance. Maximum charges are the highest price allowed whereas the charges contained in Appendix A are the currently billed prices.

##### 4.1 Basic Service

###### Description

Telephone Company will provide basic local exchange service to residential Customers only. Basic local exchange service is defined as "two-way switched voice service" for unlimited calls placed within the local calling areas described in Section 2 and comprised of any of the following features and services and their recurring and nonrecurring charges:

- A. Basic Single Line with Touchtone Service
- B. E911 Emergency Service (See Section 3.2.13)
- C. One standard white page Directory Listing (See Section 3.2.3)
- D. Access to Operator Services (See Section 4.10)
- E. Access to Directory Assistance (See Sections 3.2.14 and 4.12)
- F. Access to Customer Service and Repair Services (See Section 4.5)
- G. Access to Line Intercept Services (See Section 4.9)
- H. Access to TRS; (using 711, where available) (See Section 3.2.15)
- I. Access to Interexchange Carriers for Intrastate InterLATA, Intrastate IntraLATA, Interstate InterLATA and Interstate IntraLATA (if exists) toll calling. (Section 5.11)
- J. Free standard intercept service for 30 days (Section 4.9)
- K. Free unlimited local calling within the local exchange area of the end-user. (Section 4.1)

**Note:** Basic local telecommunications service does not include optional toll free calling outside of the designated local calling area as specified in Section 4.1.

###### Rates

###### Service Name    Maximum Monthly Charge

Please refer to Section 4.2 Service Packages for other basic line offerings.

<b>Additional Line<sup>1</sup></b>	\$ 11.70, per line (no calling features included, limit one additional line per residential account)	<b>(T)</b>
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<sup>1</sup> Effective 6/26/12 the Additional Line offering is unavailable to new subscribers as an a la carte offering. Existing customers will be grandfathered. Please refer to Section 1-Definitions and Terms regarding Grandfathered Service.

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#### 4. Rates for Residential Customers (cont'd)

##### 4.2 Service Packages

###### A. Long Distance Packages with Unlimited Minutes

###### Long Distance Packages with Unlimited Minutes – General

The following packages consist of regulated and non-regulated services (e.g. Voice Mail service is not under regulation by the Commission).

Long Distance Packages with Unlimited Minutes include Telephone Company basic local service, Telephone Company long distance and Telephone Company calling features. No substitutions within these packages are permitted.

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#### 4. Rates for Residential Customers (cont'd)

##### 4.2 Service Packages (cont'd)

###### A. Long Distance Packages with Unlimited Minutes (cont'd)

	Maximum Monthly Rate
Unlimited Long Distance Package ("All In Pricing")	\$59.98 per month (Months 1-12), \$39.98 per month (After 12 Months)

(N)

This package offering includes Charter Basic Service as described in Section 4.1, Charter Long Distance unlimited calling (intrastate and interstate) and Charter Calling Features as listed following (as defined in Section 4.3):

Anonymous Call Rejection	Auto Busy Redial	Call Forwarding-Selective
Call Forwarding-Variable	Call Return	Call Waiting
Cancel Call Waiting	Caller ID	Call Waiting/Caller ID
Call Screening	Custom Ring	Speed Dial 8
Selective Call Acceptance	Three Way Calling	

Unlimited long distance calling includes calls within the fifty (50) United States, Canada, Puerto Rico, Guam and the US Virgin Islands. This package is applicable to primary lines. The Customer must subscribe to the following affiliate services of Charter Communications Company:

- 1) Charter Video Service and/or
- 2) Charter High Speed Internet Service

	Maximum Monthly Rate
Unlimited Long Distance Package -Additional Line ("All In Pricing")	\$39.98 per month, per additional line

This package offering includes Charter Basic Service on an additional line as described in Section 4.1. Charter Long Distance unlimited calling (intrastate and interstate) and Charter Calling Features as listed following (as defined in Section 4.3):

Anonymous Call Rejection	Auto Busy Redial	Call Forwarding-Selective
Call Forwarding-Variable	Call Return	Call Waiting
Cancel Call waiting	Caller ID	Call Waiting/Caller ID
Call Screening	Custom Ring	Speed Dial 8
Selective Call Acceptance	Three Way Calling	

Unlimited long distance calling includes calls within the fifty (50) United States, Canada, Puerto Rico, Guam and the US Virgin Islands. The Customer must subscribe to the following affiliate services of Charter Communications Company:

- 1) Charter Video Service and/or;
- 2) Charter High Speed Internet Service

The Customer must also subscribe to:

- 1) Telephone Company's local exchange telecommunications service on the additional line and the primary line;
- 2) Unlimited Long Distance Package as described prior in this section on the primary line.

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#### 4. Rates for Residential Customers (cont'd)

##### 4.2 Service Packages (cont'd)

##### A. Long Distance Packages with Unlimited Minutes (cont'd)

Service Name	Maximum Monthly Charge
Long Distance Package -Unlimited Minutes <sup>1</sup>	<p>\$51.99, per primary line only</p> <p>This package includes Basic Local Service as described in <u>Section 4.1</u>, Anonymous Call Rejection, Call Waiting, Cancel Call Waiting, Caller ID, Caller ID with Call Waiting, Speed Dial 8, Call Forwarding-Selective, Call Forward-Variable, Call Screening, Custom Ring and Selective Call Acceptance and Unlimited Long Distance Calling.</p> <p>No feature substitution will be permitted for this package.</p> <p>The Long Distance Package-Unlimited Minutes package(s) include unlimited minutes for interstate and Intrastate calls. Primary line includes the above listed features and unlimited long distance (interstate and intrastate only) calling. Interstate calls include calls within the Continental United States, Alaska, Hawaii, Puerto Rico and Canada. Intrastate calls include IntraLATA/local toll and InterLATA calls. The Long Distance Package – Unlimited Minutes package(s) are not applicable to Additional lines. Feature packages and individual Custom Calling features may be purchased at the individual rates for Additional lines.</p> <p>The Long Distance Package-Unlimited Minutes package(s) are for residential, non-business use. The Telephone Company has the right to discontinue service for customer abuse (i.e., exceeding normal usage) or utilizing this package for business purposes.</p>

<sup>1</sup> Please refer to Appendix B – Grandfathered Services for Residential Customers, Page 51.

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<b>Long Distance Package -Unlimited Minutes Package Double Pak<sup>1</sup></b>	<p>\$46.99, per primary line only</p> <p>This package provides Basic Local Service as described in Section 4.1, unlimited minutes for interstate and intrastate long distance calls as described above as well as the features, Anonymous Call Rejection, Call Waiting, Cancel Call Waiting, Caller ID, Caller ID with Call Waiting, Speed Dial 8, Call Forwarding-Selective, Call Forwarding-Variable, Call Screening, Custom Ring, and Selective Call Acceptance at the discounted monthly charge as described in <u>Appendix A</u> under the following condition:</p> <p>1. Customer must subscribe to the Unlimited LD Minutes Package and one of the affiliate services of Charter Communications Company</p>	(T)
<b>Long Distance Package -Unlimited Minutes Package Triple Pak<sup>1</sup></b>	<p>\$41.99, per primary line only</p> <p>This package provides Basic Local Service as described in Section 4.1, unlimited minutes for interstate and intrastate long distance calls as described above and features, Anonymous Call Rejection, Call Waiting, Cancel Call Waiting, Caller ID, Caller ID with Call Waiting, Speed Dial 8, Call Forwarding-Selective, Call Forwarding-Variable, Call Screening Custom Ring and Selective Call Acceptance at the discounted monthly charge as described in <u>Appendix A</u> under the following condition:</p> <p>1. Customer must subscribe to the Unlimited Long Distance Minutes Package and two of the following affiliate services of the Charter Communications Company: - Digital Big, Digital Bigger or Digital Biggest and High Speed Internet (3MBps or higher)</p> <p>2. Customer's discontinuance of a required service will result in a conversion to the current "non discounted" rate for the Unlimited LD Minutes Package</p>	(T)
<b>Long Distance Package -Unlimited Minutes Package Additional Minutes<sup>1</sup></b>	<p>\$31.20, per additional line only</p> <p>This package includes Basic Local Service as described in Section 4.1, features, as described in the Long Distance Package- Unlimited Minutes for primary lines, and unlimited minutes for interstate and intrastate long distance calls for additional lines only. Interstate calls include calls within the Continental United States, Alaska, Hawaii, Puerto Rico and Canada. Intrastate calls include IntraLATA local toll and InterLATA calls. Limit one additional line package per residential account. Customer must subscribe to the following in order to have this package:</p> <p>1. Telephone Company's local exchange telecommunications service on the additional line and the primary line; 2. Long Distance Unlimited Minutes Package as described above on the primary line.</p>	(T)

<sup>1</sup> Please refer to Appendix B – Grandfathered Services for Residential Customers, Page 51.

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**Long Distance Package with Unlimited Minutes-Double or Triple Pak Price Guarantee<sup>1</sup>**

**Maximum Monthly Charge  
\$38.99, per primary line only**

(T)

Residential customers are eligible to receive the Unlimited Long Distance – Double or Triple Pak at a discounted monthly rate of \$29.99 when the customer subscribes to a 24 month term commitment. This offering must consist of the customer subscribing to:

**Long Distance Package with Unlimited Minutes – Double Pak**

- Unlimited Long Distance Minutes Primary Line service (primary lines only),
- Digital Video Service (specific tier and service determined at the discretion of the Company),

Or,

**Long Distance Package with Unlimited Minutes – Triple Pak**

- Unlimited Long Distance Minutes Primary Line service (primary lines only),
- Digital Video Service (specific tier and service determined at the discretion of the Company),
- High Speed Internet (HSI) Service (specific speed determined at the discretion of the Company).

The Unlimited Long Distance Minutes Primary Line service includes telephone service consisting of basic service for one primary line as well as the following features: Anonymous Call Rejection; Caller ID; Call Forwarding – Selective; Call Forwarding – Variable; Call Screening; Call Waiting with Caller ID; Call Waiting/Cancel Call Waiting; Custom Ring; Selective Call Acceptance; Speed Dial 8. Service also includes Company unlimited long distance (Includes continental US, Alaska, Hawaii, Canada and Puerto Rico). No substitution of any service within this package is allowed

The \$29.99 rate will apply for the entire 24 month term from the date it is implemented on the customer's account. At the conclusion of the 24 month term, the customer may renew participation in this discount plan at the rate and terms then in effect. Discontinuance of one or all of the services in a customer's package listed above will result in immediate termination of the Price Guarantee agreement and non-discounted rates will go into effect. The customer may opt out of the contract at any time in the first thirty (30) days.

For a customer who terminates a Price Guarantee package, after the first thirty (30) days and prior to the expiration date of the commitment period and without re-signing another 24 month term agreement, the customer will owe the Telephone Company an early termination liability fee. For a customer who downgrades a Price Guarantee package, without signing a new 24 month term agreement, an early termination liability fee will be required. Additionally, an upgrade into a higher-level Price Guarantee package will require the customer to re-sign a new 24 month term agreement. A customer, during and at any time prior to the expiration of their commitment period, may upgrade any video or internet service within the agreed to Price Guarantee package and the termination liability fee will not apply. The termination liability fee will be \$150 to be reduced on monthly sliding scale.

Customers are limited to one Unlimited Long Distance Minutes Double or Triple Pak term commitment discount at any given time. Customers may combine other discounts if the promotion will be additive to the products and services in this offer.

Availability of this offer is limited to where service is technically feasible.

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<sup>1</sup> Please refer to Appendix B – Grandfathered Services for Residential Customers, Page 51.

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## 4.2 Service Packages (cont'd)

### A. Long Distance Packages with Unlimited Minutes (cont'd)

#### Charter Duo<sup>1</sup>

**Maximum Charge**  
**\$60.00 per month**

(T)

This package includes Basic Local Service, Anonymous Call Rejection, Call Forward-Selective, Call Forward-Variable, Call Screening, Call Waiting/Cancel Call Waiting, Caller ID, Call Waiting with Caller ID, Custom Ring, Selective Call Acceptance, and Unlimited intrastate and interstate Long Distance calling at a discounted monthly charge. Interstate calls include calls within the continental United States, Alaska, Hawaii, Canada and Puerto Rico. Intrastate calls includes IntraLATA/local toll and interLATA calls.

A Charter Duo package customer must also subscribe to a Charter High Speed Internet Service as offered by the Company. No feature substitution is allowed. Additional features may be purchased at the individual rates.

#### Charter Loyalty Unlimited Plan<sup>2</sup>

**Maximum Charge**  
**\$ 19.99 primary line, per month**  
**\$ 39.99 additional line, per month**

The Charter Loyalty Unlimited Plan package consists of Charter Basic Local Service, Charter Unlimited Intrastate and Interstate Long Distance usage plus the following Charter Calling Features: Anonymous Call Rejection, Call Forward-Variable, Call Waiting/Cancel Call Waiting, Caller ID, Caller ID with Call Waiting.

To receive the Charter Loyalty Unlimited Plan package and rate an existing residential customer of Charter Video and Charter High Speed Internet Service must be a new telephone subscriber and in good standing for at least a two year period or an existing residential customer of Charter Video and in good standing for at least a four year period.

Intrastate Long Distance calling includes IntraLATA/local toll and interLATA calls. Interstate Long Distance calls include calls within the continental United States, Alaska, Hawaii, Canada and Puerto Rico.

No feature substitution is allowed in this package. Additional features and other ancillary services may be purchased at their individual rates.

A customer's discontinuance of the required affiliate services may result in a conversion to the current regular rate for an Unlimited Long Distance package.

Promotional discounts are not applicable to this product.

<sup>1</sup> Please refer to Appendix B – Grandfathered Services for Residential Customers, Page 51.

<sup>2</sup> Effective 4/17/12 this service will be unavailable to new customers. Existing customers who subscribe to this service will be grandfathered. Please refer to Section 1-Definitions and Terms regarding Grandfathered Service.

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Name	Description	Maximum Monthly Rate	
Unlimited In State Calling Package – Triple Play <sup>1</sup>	<p>The package includes basic local service as described in Section 4.1, and unlimited intrastate long distance calling. This package also includes the following calling features: Caller ID, Call Waiting/Cancel Call Waiting, Caller ID with Call Waiting, Call Forwarding-Variable and Anonymous Call Rejection.</p> <p>No feature substitution will be permitted for this package. This package is applicable to primary lines.</p> <p>The customer must subscribe to two of the affiliate services of Charter Communications Company below:</p> <ul style="list-style-type: none"><li>- Digital Big Video Service or</li><li>- Digital Bigger Video Service or</li><li>- Digital Biggest Video Service and,</li><li>- High Speed Internet Service (3Mbps) or higher</li></ul>	\$ 32.49	(T)
Unlimited In State Calling Package - Additional Lines <sup>1</sup>	<p>Package includes basic local service as described in Section 4.1, and unlimited intrastate long distance calling for <u>additional lines only</u>. This package also includes the following calling features: Caller ID, Call Waiting/Cancel Call Waiting, Caller ID with Call Waiting, Call Forwarding-Variable and Anonymous Call Rejection. Limit one additional line per residential account. Customer must subscribe to the following in order to have this package:</p> <ul style="list-style-type: none"><li>- Telephone Company's local exchange telecommunications service on the additional line and the primary line;</li><li>- Unlimited In State Calling Package as described above on the primary line</li></ul>	\$ 19.49	(T)

<sup>1</sup> Please refer to Appendix B – Grandfathered Services for Residential Customers, Page 51.

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**C. Local Plus Package<sup>1</sup>**

(T)

The Company will offer a discounted package of services to new residential telephone customers that includes Charter Basic Service, Charter Long Distance and Charter Calling Features. This package includes regulated and non-regulated services.

The customer is required to have, or acquire at the time of order, Charter High Speed Internet Service and/or Charter Digital Cable Service. This package will consist of Charter unlimited basic service local calling and the Charter Speed Dial 8 calling feature. Charter intrastate and interstate long distance service will be rated separately on a per minute of use basis. No substitution within this package is permitted.

An optional five feature package may be purchased in conjunction with the Local Plus Package. This feature package will consist of: Caller ID, Call Waiting, Call Waiting with Caller ID, Call Forward and Anonymous Call Rejection. No other calling feature utilizing a monthly recurring charge is allowed in conjunction with this package.

Standard installation charges apply.

**Maximum Charges**

Local Plus Package Recurring Charge	\$ 29.99 Per Month
Local Plus Intrastate or Interstate Long Distance Rate	\$ .20 Per Minute of Use
Optional Five Feature Package Recurring Charge	\$ 10.00 Per Month

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<sup>1</sup> Please refer to Appendix B – Grandfathered Services for Residential Customers, Page 51.

(N)

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### 4.3 Custom Calling Features

Name	Description	Maximum Monthly Charge	
Anonymous Call Rejection	Allows subscribers to reject calls from numbers that have private or anonymous designation and route to an announcement	\$1.95	
Call Forward	Provides four types of forwarding capabilities:		
Selective <sup>1</sup>	1) Forwards list up to 12 selected Incoming calls to a designated number	\$3.60	(T)
Variable <sup>1</sup>	2) Forwards all incoming calls to a Designated number	\$3.60	(T)
Busy <sup>2</sup>	3) Forwards all incoming calls when Line is busy	\$3.60	(T)
Busy/No Answer <sup>2</sup>	4) Forwards all incoming calls when Line is busy or unanswered	\$3.60	(T)
Call Return <sup>1</sup>	Provides the telephone number of the last incoming call and offers an auto callback option. To activate, listen for a dial tone and press *69. If available, the last incoming call phone number is heard. This feature does not work for calls that have been forwarded or for calls from 800 or 900 numbers. Not available in some areas or on some calls. Works only within your service area.	\$4.25	(T)
Repeat Dialing <sup>1</sup> (Auto Busy Redial)	Automatically redials a specified busy number until the number is no longer busy. To activate: listen for the dial tone and press *66. If the number is callable, you will get a voice confirmation. To deactivate before 30 minutes have elapsed: listen for a dial tone, then press *86. Not available in some areas or on some calls.	\$2.30	(T)
Call Screening <sup>3</sup>	Provides the customer with the ability to route 12 selected incoming calls to a recorded message stating calls are not being accepted at this time.	\$5.20	(T)

<sup>1</sup> Please refer to Appendix B – Grandfathered Services for Residential Customers, Page 51.

<sup>2</sup> Effective 6/26/12 this service is provided to new service package customers upon customer request and at no charge. Existing subscribers to this feature on an individual basis will be grandfathered. Please refer to Section 1 – Definitions and Terms regarding Grandfathered Service.

<sup>3</sup> This feature, as an ala carte offering, has been grandfathered to existing customers. Please see Appendix B-Grandfathered Services for Residential Customers, Page 51. However this feature is offered as part of the Company's long distance unlimited minutes packages.

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#### 4.3 Custom Calling Features (cont'd)

Name	Description	Maximum Monthly Charge	
Call Trace	Initiate a trace of the most recent Incoming call.	\$26.00 per use	
Call Waiting/Cancel Call Waiting <sup>1</sup>	Identifies incoming calls via an audible signal while on a call and allows the Call Waiting feature to be temporarily disabled.	\$9.45	(T)
Caller ID <sup>1</sup>	Displays incoming telephone number and listed name on a customer display device or telephone (Customer must have a Caller ID capable telephone or display unit)	\$8.80	(T)

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<sup>1</sup> These features are included as part of the Unlimited Long Distance Minutes Packages and are not available as a la carte offerings.

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$$\begin{array}{c} (M) \\ \vdots \\ (M) \\ (N) \\ \vdots \\ (N) \end{array}$$

<sup>3</sup> Effective 6/26/12 this service is unavailable to new subscribers on an a la carte basis. Existing customers who subscribe to this feature on an individual basis will be grandfathered. Please refer to Section 1-Definitions and Terms regarding Grandfathered Service.

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#### 4.4 Other Services and Charges

Name	Description	Maximum Monthly Charge	
Suspension Service	Allows a telephone account to remain active while suspending service for up to 6 consecutive months (Only one time per calendar year)		
	Local Plus Package <sup>1</sup>	\$19.50 per number, per month	(T)
	Unlimited Long Distance Package-Standalone <sup>1</sup> and Double Pak	\$32.00 per number	(T)
	Unlimited Long Distance Package-Triple Pak	\$28.00 per number	
	Unlimited In State Package-Standalone <sup>1</sup> and Double Pak <sup>1</sup>	\$32.00 per number	(T)
	Unlimited In State Package Triple Pak <sup>1</sup>	\$28.00 per number	(T)
	Charter Loyalty Unlimited Plan <sup>2</sup>	\$19.99 per number	
Non-Listed Number <sup>3</sup>	Number listed with Directory Assistance but not in the telephone directory	\$2.60, per number, per month	
Non-Published Number <sup>2</sup>	Number not listed with Directory Assistance or in the telephone Directory	\$3.25, per listing, per month	
Operator Services <sup>4</sup> (See Section 4.10)	Operator assisted calls for calling card, collect, 3 <sup>rd</sup> party, busy line verify and busy line interrupt.		

<sup>1</sup> Please refer to Appendix B – Grandfathered Services for Residential Customers, Page 51.

<sup>2</sup> Effective 4/17/12 this service will be unavailable to new customers. Existing customers who subscribe to this service will be grandfathered. Please refer to Section 1-Definitions and Terms regarding Grandfathered Service.

<sup>3</sup> Effective 2/24/09, these services will be unavailable to new customers. Existing customers who subscribe to these Services will be grandfathered. Please refer to Section 1-Definitions and Terms regarding Grandfathered Service.

<sup>4</sup> Operator Services are provided by the company via contractual agreement with Operator Services Company, LLC. Rates per call are given upon request and are those which have been tariffed with the Commission

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#### 4.4 Other Services and Charges (Cont'd)

Name	Description	Maximum Nonrecurring Charge	
Enhanced Directory <sup>1 2</sup> Assistance (See Section 3.2.14)	Provides directory assistance and customized information to requested calls. Enhanced Directory Assistance for certified Physically impaired customers .	\$2.50 per use  No charge	(T)
Private Number Service <sup>3</sup>	Number not listed by Directory Assistance or in the telephone directory. Records secured by Company and not provided to other carriers or publishers.	\$10.00 per number, per month	(T)
Block Collect Calls	Prevent the acceptance of collect Calls	No Charge	(T)
Block Third Party Calling	Prevent third party calling	No Charge	(T)
Block International Calling	Prevent originating international long Distance calls	No Charge	(T)
Extended Referral Message (See Section 4.9)	Extends the length of disconnect intercept message from 30 to 60 days	\$ 2.60	
Directory Listing Change (See Section 3.2.3)	Change to Directory Listing	\$ 6.50	
Add/Change Feature	Add or change a feature	\$10.00	(C)
Downgrade Feature	To downgrade a feature within the first 30 days of install.	\$20.00	(N) (N)
Telephone Number Change	Change telephone number	\$26.00 per change	
Non-Sufficient Fund Charge	Fee Assessed on returned payment	\$25.00	
Toll Restriction	Block long distance calling originating from a specified telephone line	No Charge	(T)
Bill Copy	Assessment for additional copy of customer bill.	\$ 4.00 per copy	

<sup>1</sup> Directory Assistance Service is being replaced by Enhanced Directory Assistance Service as of July 9, 2007.

<sup>2</sup> Effective 6/26/12 this service will be at no charge, for the first 1000 calls per month, to new subscribers of Unlimited Long Distance calling packages.

<sup>3</sup> Effective 6/26/12 this service is provided to new service package customers upon customer request at no charge. Existing subscribers to this feature on an individual basis will be grandfathered. Please refer to Section 1-Definitions and Terms regarding Grandfathered Service.

(N)

(N)

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#### 4.5 Service and Equipment Charges

Name	Description	Maximum Nonrecurring Charge	
New Installation	Residential service line activation for new customers. (One jack per line.	\$ 199.99	(T)
Upgrade Installation	Add a line to an existing service.	\$ 97.50	(C) (C)
Move Equipment	Relocation of Company equipment per Customer request.	\$59.98	(N) (N)
Service Dispatch	Dispatch for trouble beyond the demarcation point.	\$ 58.50	
Repair/Maintenance	Charges to repair customer caused incidents Regular Time: Mon.-Sat. 8a.m-8p.m Overtime: Mon-Sa 8p.m.-8a.m. Premium: Sundays and Holidays	\$ 149.50 per visit \$ 227.50 per visit \$ 299.00 per visit	
Transfer of Service	Relocation of telephone service within customer's service area.	\$ 99.00	(T)
Reconnection	Restart service after any disconnection.	\$ 99.00 per visit	(T)

#### 4.6 Current Rates

Current recurring and non-recurring rates for all product and services outlined in Sections 4.1 thru 4.5 can be found in Appendix A of this Tariff.

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#### 5.7.5. Packages (cont'd)

##### Charter Business Bundle®

The following bundles consist of regulated and non-regulated services (e.g. Charter Business® Video and Internet is not under regulation by the Commission). Regulated services are offered as described in this tariff. The discounts shown are based on actual purchase and continuation of the bundle throughout the specified time period. No feature or product substitutions are allowed.

Services and rates shown/listed under Charter Business Bundle® are not eligible to be combined with Charter Business® Voice Trunk Service or Leased Line Service unless specifically noted.

(N)  
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##### Charter Business Bundle® - regulated service and one non-regulated service

The customer must purchase the regulated service shown and either Charter Business® Video or Charter Business® Internet to qualify for the following rates. Customer's discontinuance of the non-regulated service will result in a conversion to the current "non-discounted" rate.

	Month to Month	12 Month or Longer Contract	24 Month Contract	36 Month Or Longer Contract
Basic Line <sup>1</sup>	\$24.30	\$22.09	\$20.98	\$19.88
Business Line	\$53.98	\$35.98	\$34.18 <sup>2</sup>	\$32.38 <sup>2</sup>
Solution Package	\$17.67	\$15.46	\$14.35 <sup>2</sup>	\$13.25 <sup>2</sup>
Solution Plus Package	\$17.67	\$15.46	\$14.35 <sup>2</sup>	\$13.25 <sup>2</sup>
Select Package	\$5.53	\$5.53	\$5.53 <sup>2</sup>	\$5.53 <sup>2</sup>
Basic Package	\$10.78	\$10.78	\$10.78 <sup>2</sup>	\$10.78 <sup>2</sup>
Advanced Package	\$28.78	\$25.18	\$23.38 <sup>2</sup>	\$21.58 <sup>2</sup>
Complete Package	\$48.58	\$44.98	\$43.18 <sup>2</sup>	\$41.38 <sup>2</sup>

The following per line/per month prices for the Charter Business Bundle Business Line are available through our National Accounts Channel only and are based on the number of lines purchased.

	<u>12 Months</u>	<u>24 Months or Longer</u>
0-99 Lines	\$35.98	\$34.18
100-499 Lines	\$32.38	\$30.76
500-999 Lines	\$28.78	\$27.34
1000 or More Lines	\$25.18	\$23.92

<sup>1</sup> Effective 2/01/11 existing customers who subscribe to the Business Line-Month to Month for \$24.30 will be "grandfathered" and allowed to retain this rate until: 1) service is disconnected due to customer's request, 2) non pay disconnect of telephone service or 3) Customer is notified by the Telephone Company that the grandfathered rate has been discontinued.

<sup>2</sup> As of 3/26/12 these rates will be unavailable to customers who don't currently subscribe. Existing customers who currently subscribe to these rates will be "grandfathered" and allowed to retain these rates until: 1) the service is discontinued and/or moved at the customer's request; 2) non-pay disconnection of telephone service; or 3) Customer is notified by the Telephone Company that the "grandfathered" rates have been discontinued.

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**Appendix A – Current Price List for Residential Services**

<u>Section</u>	<u>Service Description</u>	<u>Monthly Charge</u>	<u>Non-Recurring Charge</u>	
<b>4.</b>	<b>BASIC LOCAL EXCHANGE SERVICE</b>			
4.1	Additional Line <sup>1</sup>	\$ 8.99		(T)
4.2	<b>Basic Local Service with Long Distance Packages</b>			
	-Unlimited Minutes <sup>1</sup>	\$ 44.99		(T)
	-Unlimited Minutes with Double Pak <sup>1</sup>	\$ 39.99		(T)
	-Unlimited Minutes with Triple Pak <sup>1</sup>	\$ 34.99		(T)
	-Unlimited Minutes with Double Pak <sup>1</sup> or Triple Pak <sup>1</sup> Price Guarantee	\$ 29.99		(T)
	-Basic Unlimited Minutes - Additional Lines <sup>1</sup>	\$ 23.99		(T)
	-Charter Duo <sup>1</sup>	\$ 25.00		(T)
	-Charter Loyalty Unlimited Plan <sup>1</sup>			
	Primary Line <sup>1</sup>	\$ 4.99		(T)
	Additional Line <sup>1</sup>	\$ 19.99		(T)
	-Unlimited In State Calling – Standalone <sup>1</sup>	\$ 34.99		(T)
	-Unlimited In State Calling – Double Play <sup>1</sup>	\$ 29.99		(T)
	-Unlimited n State Calling – Triple Play <sup>1</sup>	\$ 24.99		(T)
	-Unlimited In State Calling – Additional Lines <sup>1</sup>	\$ 14.99		(T)
	-Local Plus Package <sup>1</sup>			(T)
	-Local Plus Package Activation	\$30.00		
	-Local Plus Package	\$ 14.99		
	-Local Plus Intrastate Long Distance	\$ .10 per minute		
	-Optional Five Feature Package	\$ 5.00		
4.3	<b>Custom Calling Features</b>			
4.3	Anonymous Call Rejection <sup>1</sup>			
4.3	Call Forwarding			
	- Busy Line <sup>2</sup>	\$ 2.75		(T)
	- No Answer <sup>2</sup>	\$ 2.75		(T)
	- Selective <sup>1</sup>	\$ 2.75		
	- Variable <sup>1</sup>	\$ 2.75		
4.3	Call Return <sup>1</sup>	\$ 3.25		
4.3	Call Screening <sup>1</sup>	\$ 4.00		
4.3	Call Trace		\$ 20.00 per use	
4.3	Call Waiting/Cancel Call Waiting <sup>1</sup>	\$ 7.25		
4.3	Call Waiting/Caller ID <sup>1</sup>	No Charge		(T)
	(Customer must subscribe to Call Waiting and Caller ID)			

<sup>1</sup> Please refer to Appendix B – Grandfathered Services for Residential Customers, Page 51.

<sup>2</sup> Effective 6/26/12 this service is provided to new service package customers upon customer request and at no charge. Existing subscribers to this feature on an individual basis will be grandfathered. Please refer to Section 1- Definitions and Terms regarding Grandfathered Service.

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**Appendix A – Current Price List for Residential Services (cont'd)**

**4.3 Custom Calling Features (cont'd)**

<u>Section</u>	<u>Service Description</u>	<u>Current Monthly Charge</u>	<u>Current Non-Recurring Charge</u>	
4.3	Caller ID <sup>1</sup>	\$ 6.75		(M)
4.3	Caller ID Blocking	No Charge		(T)
4.3	Custom Ring <sup>1</sup>	\$ 3.50		(T)
4.3	Distinctive Ring <sup>2</sup>	\$ 3.50		(M)
4.3	Repeat Dialing <sup>1</sup>	\$ 1.75		
4.3	Selective Call Acceptance <sup>1</sup>	\$ 4.00		
4.3	Speed Dial 8 <sup>1</sup>	\$ 2.75		
4.3	Speed Dial 30 <sup>2</sup>	\$ 6.00		(T)
4.3	Three Way Calling <sup>1</sup>	\$ 2.75		(T)
4.3	Auto Call Back		\$ .90 per use \$ 9.00 maximum per mo.	
4.3	Auto Busy Redial		\$ .90 per use \$ 9.00 maximum per mo.	
4.4	Add/Change Feature		No Charge	(R)
4.4	Block Collect Calls		No Charge	(T)
4.4	Block Third Party Calling		No Charge	(T)
4.4	Block International Long Distance Calling		No Charge	(T)
4.4	Directory Assistance for Physically Impaired		No Charge	(T)
4.4	Enhanced Directory Assistance <sup>3</sup>		\$ 1.99 per use	
4.4	Directory Listing Change		\$ 5.00	
4.4	Extended Referral Message		\$ 2.00	
4.4	Non-Listed Number <sup>1</sup>	\$ 2.60		(T)
4.4	Non-Published Number <sup>1</sup>	\$ 3.25		(T)
4.4	Operator Assisted Calls <sup>4</sup>			(T)
4.4	Private Number Service <sup>2</sup>	\$ 3.25		
4.4	Telephone Number Change		\$ 20.00	
4.4	Toll Restriction		No Charge	(T)
				(M)
				(M)

<sup>1</sup> Please refer to Appendix B – Grandfathered Services for Residential Customers, Page 51.

<sup>2</sup> Effective 6/26/12 this service is provided to new service package customers upon customer request and at no charge. Existing subscribers to this feature on an individual basis will be grandfathered. Please refer to Section 1-Definitions and Terms regarding Grandfathered Service.

<sup>3</sup> Effective 6/26/12 this service will be at no charge, for the first 1000 calls per month, to new subscribers of Unlimited Long Distance calling packages.

<sup>4</sup> Local Operator Services are provided by the Company via a contractual agreement through a third party vendor. Rates per call are given upon request and are as quoted by the operator.

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**Appendix A – Current Price List for Residential Services (cont'd)**

**4.3 Custom Calling Features (cont'd)**

<u>Section</u>	<u>Service Description</u>	<u>Current Monthly Charge</u>	<u>Current Non-Recurring Charge</u>	
4.4	Suspension Service <sup>1</sup>			(T)(M)
	Local Plus Package <sup>1</sup>	\$ 9.00		(T)
	Long Distance Package- Unlimited Minutes Package <sup>1</sup> and Double Pak <sup>1</sup>	\$15.99		(T)
	Long Distance Package- Unlimited Minutes Package <sup>1</sup> Triple Pak <sup>1</sup>	\$15.99		(T)
	Unlimited In State Calling Package Standalone and Double Pak <sup>1</sup>	\$15.99		(T)
	Unlimited In State Package-- Triple Pak <sup>1</sup>	\$14.00		(T)
	Charter Loyalty Unlimited Plan <sup>1</sup>	\$ 4.99		(T)(M)
4.4	Non-Sufficient Fund Charge		\$ 25.00	
4.4	Bill Copy		\$ 1.99 per copy	
4.5	Add Telephone Line to Active Account		\$ 49.99	
4.5	Service Dispatch		\$ 45.00	
4.5	Line Activation		\$ 49.99	
4.5	Service Relocation		\$ 49.99	
4.5	Service Restart		\$ 49.99	

<sup>1</sup> Please refer to Appendix B – Grandfathered Services for Residential Customers, Page 51.

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## Appendix B – Grandfathered Services for Residential Services

The Telephone Company will “grandfather” (allow the Customer to retain the following features/services for a specific period of time) these services at the current rate for Customers who are currently subscribed to these services until either:

- a) Customer submits a request to the Telephone Company to change his/her existing service, or
- b) Customer is notified by the telephone company that the “grandfathered” service is discontinued.

<u>Section</u>	<u>Service Description</u>	
4.3	Anonymous Call Rejection	
4.3	Call Forwarding – Variable	
4.3	Call Forwarding – Selective	
4.3	Call Forward – Busy	
4.3	Call Forward – Busy/No Answer	(N)
4.3	Call Return	(N)
4.3	Repeat Dialing	
4.3	Call Screening	
4.3	Call Waiting/Cancel Call Waiting	
4.4	Caller ID	
4.3	Call Waiting with Caller ID	
4.3	Custom Ring	
4.3	Distinctive Ring	
4.3	Selective Call Acceptance	(N)
4.3	Speed Dial 8	
4.3	Speed Dial 30	(N)
4.3	3 Way Calling	(N)
4.4	Suspension Service – Local Plus Package	(N)
4.4	Suspension Service – Unlimited Long Distance Package Standalone	(N)
4.4	Suspension Service – Unlimited In State Package – Standalone and Double Pak	(N)
4.4	Suspension Service – Unlimited In State Package Triple Pak	(N)
4.4	Non-Listed Number	(N)
4.4	Non-Published Number	
	<u>Long Distance Services</u>	(N)
4.2	Charter Distance Package - Unlimited Minutes	
4.2	Long Distance Package - Unlimited Minutes Package Double Pak	
4.2	Long Distance Package - Unlimited Minutes Package Triple Pak	
4.2	Long Distance package – Unlimited Minutes Package Additional Minutes	
4.2	Long Distance package – Unlimited Minutes Package Additional Minutes	
4.2	Long Distance package with Unlimited Minutes – Double or Triple Pak Price Guarantee	
4.2	Charter Duo	
4.2	Charter Loyalty Unlimited Plan	(N)

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